

1. Introduction

NAB Investment Holdings Pty Ltd T/A Managed Networks ("Managed Networks", "we", "our", or "us") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, disclose, and protect your information when you use our services, visit our websites, or interact with us.

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), as well as relevant obligations under the Telecommunications Act 1997 and other applicable laws.

2. Who This Policy Applies To

This policy applies to:

- Visitors to our website and online portals
- Customers and partners who use our wholesale, white label, or managed network services
- End users of our hosted, cloud, voice, or internet solutions (including resellers' customers where applicable)
- Individuals who contact us for information or support

3. Information We Collect

We may collect personal and business information necessary to deliver our services, manage accounts, and comply with legal obligations.

Information you provide directly:

- Name, business name, and contact details (phone, email, address)
- Payment details and billing information
- Account and login credentials
- Support requests and communication records

Information collected automatically:

- IP addresses, browser type, and device identifiers
- Usage data from our websites, portals, and network systems
- Technical performance data related to your service

Information from third parties:

- Credit checks and identity verification (where applicable)
- Data from resellers, MSPs, or business partners
- Publicly available sources or industry databases

4. How We Use Your Information

We use your information to:

- Provide, manage, and improve our products and services
- Process orders, payments, and billing
- Deliver customer support and technical assistance
- Verify your identity and prevent unauthorised access
- Communicate service updates, network maintenance, or account notifications
- Comply with legal, regulatory, and security obligations
- Improve our website, systems, and user experience

If you are a white label or wholesale partner, Managed Networks may process end-user data on your behalf solely to support service delivery, troubleshooting, and system maintenance.

We never contact your customers directly unless explicitly authorised by you.

5. Sharing and Disclosure of Information

We respect your confidentiality. Managed Networks does not sell or rent personal information. We may share data in the following circumstances:

- With service providers: for billing, payment processing, technical support, and infrastructure hosting.
- With partners: where required to deliver integrated or white label solutions.
- With regulators or law enforcement: when legally required or authorised by law.
- During business transitions: such as a merger or acquisition, under strict confidentiality agreements.

All third-party providers and partners are required to comply with privacy and data security standards consistent with this policy.

6. Data Storage and Security

We store data securely within Australia wherever possible.

Our infrastructure uses encrypted communication, secure access controls, and regular monitoring to protect against loss, misuse, or unauthorised access.

When data must be processed or stored overseas (for redundancy or cloud processing), we take reasonable steps to ensure compliance with Australian privacy standards and contractual safeguards.

7. Cookies and Analytics

Our website and portals use cookies and analytics tools to improve user experience and performance. Cookies help us remember preferences, measure site traffic, and identify technical issues.

You can adjust your browser settings to refuse cookies, but some features may not function correctly.

8. Marketing and Communications

We may use your contact details to send service updates, product information, or promotional content relevant to your business.

You can opt out of marketing communications at any time by following the unsubscribe link or contacting us directly.

We do not send marketing messages to end-users of our white label partners.

9. Access and Correction

You have the right to:

- Access personal information we hold about you
- Request corrections to inaccurate, outdated, or incomplete information

To request access or correction, please contact us using the details below. We may require identity verification before processing requests.

10. Data Retention

We retain personal information only as long as necessary for:

- Providing ongoing services
- Meeting legal, regulatory, and accounting obligations
- Resolving disputes and enforcing agreements

Once no longer required, information is securely deleted or anonymised.

11. Third-Party Links and Integrations

Our website and portals may contain links to third-party websites or integrations (such as billing systems, APIs, or payment gateways).

Managed Networks is not responsible for the privacy practices or content of third-party sites. We encourage users to review their privacy policies before providing personal information.

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect legal changes, new technologies, or updates to our business practices.

The most recent version will always be available on our website.

13. Contact

For privacy enquiries, complaints, or access requests, please contact:

NAB Investment Holdings Pty Ltd T/A Managed Networks

Office Address:

Level 13 50 Cavill Avenue Surfers Paradise QLD 4217

Postal Address:

PO Box 334 Broadbeach QLD 4218

E-mail:

info@managednetworks.com.au

Phone:

1300 626 638 | 07 5647 2222

We aim to respond to all privacy-related enquiries within 10 business days. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

14. Summary

Managed Networks is committed to protecting privacy and empowering our partners and customers through secure, transparent, and compliant data practices.

Your trust is our priority, and your data always remains yours.